



Town of Windham

Fire – Rescue Department

375 Gray Rd
Windham, ME 04062
Business 207-892-1911
Fax 207-892-0544

Brent J. Libby, Chief

March 2017 Monthly Report

It is the Mission of Windham Fire-Rescue Department

“To assist the residents and visitors with emergencies or other situations that they are normally unable to handle themselves.”

Performance Measures Related to Our Mission:

Response times are comprised using the amount of time it takes from our initial dispatch to when our first unit arrives on the scene. The average response time for March during the day shift of 7:00 AM to 7:00 PM was 6.07 minutes. The average response time during the night hours of 7:00 PM to 7:00 AM was 8.37 minutes. The departments total response time for March decreased by 0.88 minutes from last month. Our average turn out time which is the time from dispatch to en route was 1.15 minutes.

The department covers five (5) per-diem shifts during the day. In the 31 day period that provides us with 1860 hours of daytime coverage. We had a total of 73 vacant hours during the day and as a result of these open shifts we had reduced coverage during those times. We were able to cover 1787 hours of the 1860 for a percentage of coverage at **96 %** an increase in coverage of 6.3 %.

During the night shift the department fills three (3) per-diem shifts for a total of 1116 hours during the 31 day period. We had a total of 67 vacant hours during the night and as a result we had reduced coverage during that time. We did cover 1049 hours of the 1116 leaving us with **94%** of coverage an increase in coverage from last month of 5.1%.

We also provide one (1) full-time paramedic/firefighter per twenty four (24) hour period. That paramedic/firefighter is stationed at the Public Safety Building. When possible we try to ensure that there is a per-diem paramedic at North Windham Station but are not always successful. We have filled one of our two budgeted full time paramedic positions. That person has been assigned to weekend days until we can fill the second position. **61.5%** of the shifts at North Windham Station had a per-diem paramedic; this was a decrease from last month's paramedic coverage by **5.2 %**.

Our training performance during March has increased from last month. The department had 260.25 total classroom hours for the month.

Training hour totals below are for the last four months.

| | | | |
|---------------|-------------|--------------|-------------|
| December 2016 | 132.00 Hrs. | January 2017 | 365.75 Hrs. |
| February 2017 | 222.00 Hrs. | March 2017 | 260.25 Hrs. |

Monthly Activity Data:

- Statistics for the month of March are listed below and attached herein.

| | 2017 | 2016 | 2015 |
|-------------------------------|------|------|--|
| Total Calls for the Month | 203 | 219 | 214 |
| Total EMS Calls for the month | 153 | 166 | 131 |
| | | | <i>(The EMS numbers are a part of the total)</i> |
| Year to Date Totals | 709 | 635 | 703 |

We had requested a mutual aid ambulance 12 times in March, of those calls 8 resulted in transports to the hospital by mutual aid.

6 Fire inspections with associated follow up were conducted during the month of March.

Of Interest:

- Paramedic/Firefighter Les Baker was selected to receive a Hero's with Heart Award through the Trauma Intervention Program (TIP). The awards are given out to those in public safety and public health that show exceptional thought and care to the psychological well-being of their patients. There will be a formal presentation of the award in April. Congratulations to Les!
- All topics for training this month were around ice and water rescue topics. Crews spent time using the equipment both in the station and in the water. Richardson's Boat Yard was gracious enough to allow us to use their site on Whites Bridge Road for water access.
- Crews responded to two structure fires this month. The first at 3 Mallison Falls Road. The building that was on fire was one of three on the site and was being used as an unpermitted apartment, which was being vacated at the time and storage. Crews arrived within 4 minutes of the dispatch and found the building fully involved. It is considered total loss and there were no injuries.
- Our second fire was at "Ron's Auto" located at 388 Tandberg Trail. The fire at this location was in a 6 bay auto repair garage. The first crew arrived within 5 minutes of the dispatch and found the building to be fully involved in fire. There were no injuries reported. Several towns assisted us in shuttling water from the nearest hydrant at Smith Road and Tandberg Trail. The cause of this fire will remain underdetermined due to the extent of damage.
- Also this month crew responded to two separate calls for gunshot wounds. Crews demonstrated great teamwork and solid patient care in both instances.
- We have started our process to fill the second full time Firefighter/Paramedic Position. We hope to have the position filled by the end of April or first of May.

Equipment:

- Squad 1 is out of service at Phillips Auto Body in Gorham for corrosion repair and paint. Once this truck returns Ladder 4 will go out for the same. We expect the process to take 6-8 weeks per truck.
- Work on Tower 3 has been completed both by E-One and our mechanic. Crews will begin retraining on the truck. Once we have a cadre of driver/operators built back up the truck will be put back in service after a year.
- Ladder 4 was out of service for a fluid leak, the mechanic was able to repair it on site and restore it to full service within a few hours.
- Engine 7 was out of service for two days for routine maintenance. The mechanic has ordered as new fuel tank and battery boxes as the ones on the truck currently are badly corroded. The truck will remain in service and once the parts arrive he will make the repairs.

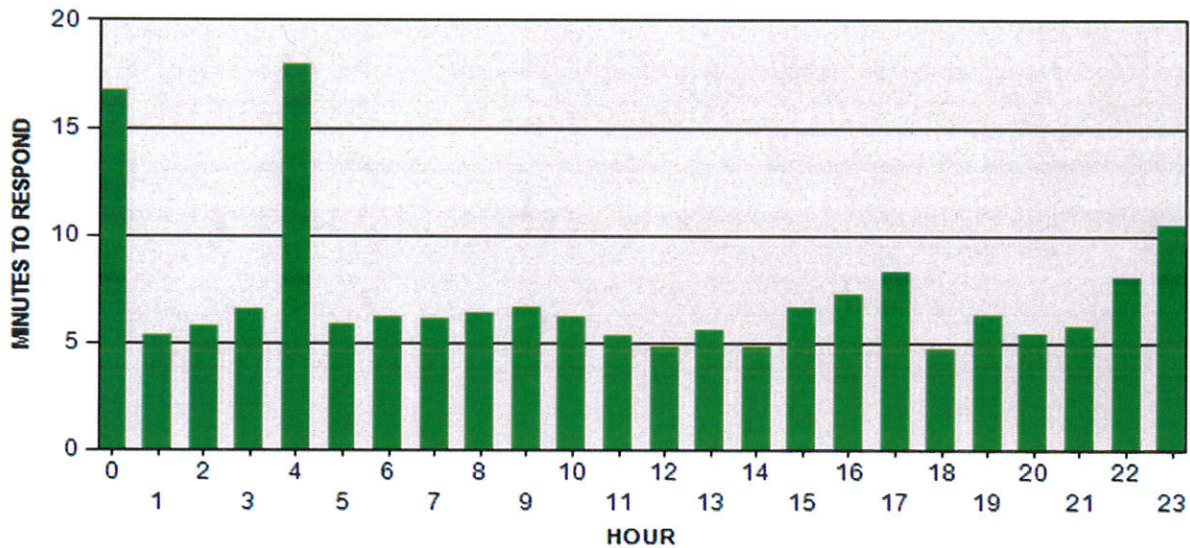
Town of Windham Fire & Rescue

Windham, ME



Average Response Time per Hour for Date Range

Start Date: 03/01/2017 | End Date: 03/31/2017



| HOUR | TIMES | AVG. RESPONSE, minutes | |
|------|---------------|------------------------|-------|
| | | Day | Night |
| 0 | 0:00 - 0:59 | | 16.73 |
| 1 | 1:00 - 1:59 | | 5.33 |
| 2 | 2:00 - 2:59 | | 5.81 |
| 3 | 3:00 - 3:59 | | 6.52 |
| 4 | 4:00 - 4:59 | | 17.97 |
| 5 | 5:00 - 5:59 | | 5.86 |
| 6 | 6:00 - 6:59 | | 6.18 |
| 7 | 7:00 - 7:59 | 6.08 | |
| 8 | 8:00 - 8:59 | 6.39 | |
| 9 | 9:00 - 9:59 | 6.61 | |
| 10 | 10:00 - 10:59 | 6.18 | |
| 11 | 11:00 - 11:59 | 5.31 | |
| 12 | 12:00 - 12:59 | 4.83 | |
| 13 | 13:00 - 13:59 | 5.63 | |
| 14 | 14:00 - 14:59 | 4.82 | |
| 15 | 15:00 - 15:59 | 6.62 | |
| 16 | 16:00 - 16:59 | 7.24 | |
| 17 | 17:00 - 17:59 | 8.33 | |
| 18 | 18:00 - 18:59 | 4.74 | |
| 19 | 19:00 - 19:59 | | 6.34 |
| 20 | 20:00 - 20:59 | | 5.4 |
| 21 | 21:00 - 21:59 | | 5.74 |
| 22 | 22:00 - 22:59 | | 8.04 |
| 23 | 22:00 - 22:59 | | 10.53 |
| | | 6.07 | 8.37 |

TOTAL AVERAGE RESPONSE TIME: 7.22 minutes

AVE. RESPONSE is calculated by summing the total difference between DISPATCH and ARRIVED times for all responding apparatus and dividing by the total number of responding apparatus for the appropriate hour. Only REVIEWED and NON-CANCELLED in

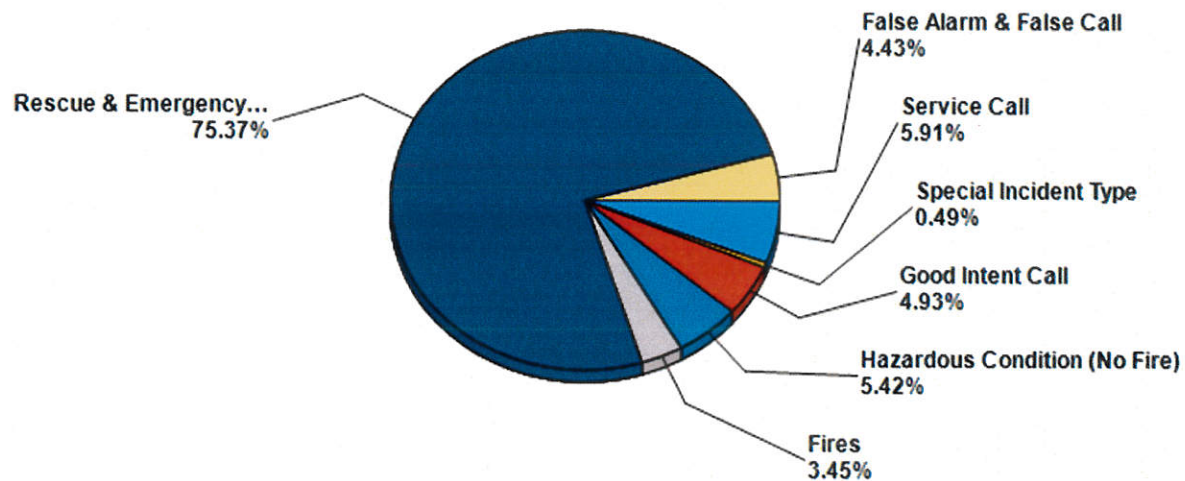
Town of Windham Fire & Rescue

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Breakdown by Major Incident Types for Date Range

Zone(s): All Zones | Start Date: 03/01/2017 | End Date: 03/31/2017



| MAJOR INCIDENT TYPE | # INCIDENTS | % of TOTAL |
|------------------------------------|-------------|----------------|
| Fires | 7 | 3.45% |
| Rescue & Emergency Medical Service | 153 | 75.37% |
| Hazardous Condition (No Fire) | 11 | 5.42% |
| Service Call | 12 | 5.91% |
| Good Intent Call | 10 | 4.93% |
| False Alarm & False Call | 9 | 4.43% |
| Special Incident Type | 1 | 0.49% |
| TOTAL | 203 | 100.00% |

| Detailed Breakdown by Incident Type | | |
|--|-------------|----------------|
| INCIDENT TYPE | # INCIDENTS | % of TOTAL |
| 111 - Building fire | 4 | 1.97% |
| 114 - Chimney or flue fire, confined to chimney or flue | 1 | 0.49% |
| 131 - Passenger vehicle fire | 2 | 0.99% |
| 300 - Rescue, EMS incident, other | 4 | 1.97% |
| 311 - Medical assist, assist EMS crew | 2 | 0.99% |
| 320 - Emergency medical service, other | 3 | 1.48% |
| 321 - EMS call, excluding vehicle accident with injury | 139 | 68.47% |
| 322 - Motor vehicle accident with injuries | 2 | 0.99% |
| 324 - Motor vehicle accident with no injuries. | 3 | 1.48% |
| 411 - Gasoline or other flammable liquid spill | 1 | 0.49% |
| 412 - Gas leak (natural gas or LPG) | 3 | 1.48% |
| 441 - Heat from short circuit (wiring), defective/worn | 1 | 0.49% |
| 444 - Power line down | 2 | 0.99% |
| 445 - Arcing, shorted electrical equipment | 1 | 0.49% |
| 460 - Accident, potential accident, other | 1 | 0.49% |
| 463 - Vehicle accident, general cleanup | 2 | 0.99% |
| 500 - Service Call, other | 3 | 1.48% |
| 510 - Person in distress, other | 1 | 0.49% |
| 531 - Smoke or odor removal | 1 | 0.49% |
| 553 - Public service | 1 | 0.49% |
| 554 - Assist invalid | 2 | 0.99% |
| 571 - Cover assignment, standby, moveup | 4 | 1.97% |
| 600 - Good intent call, other | 3 | 1.48% |
| 611 - Dispatched & cancelled en route | 4 | 1.97% |
| 651 - Smoke scare, odor of smoke | 2 | 0.99% |
| 671 - HazMat release investigation w/no HazMat | 1 | 0.49% |
| 700 - False alarm or false call, other | 2 | 0.99% |
| 730 - System malfunction, other | 1 | 0.49% |
| 733 - Smoke detector activation due to malfunction | 2 | 0.99% |
| 735 - Alarm system sounded due to malfunction | 1 | 0.49% |
| 736 - CO detector activation due to malfunction | 1 | 0.49% |
| 743 - Smoke detector activation, no fire - unintentional | 1 | 0.49% |
| 744 - Detector activation, no fire - unintentional | 1 | 0.49% |
| 900 - Special type of incident, other | 1 | 0.49% |
| TOTAL INCIDENTS: | 203 | 100.00% |

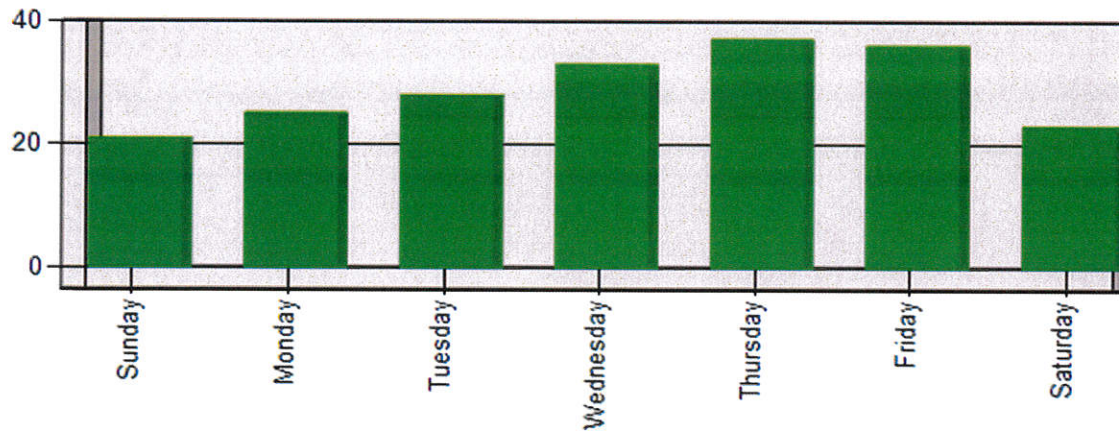
Town of Windham Fire & Rescue

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Incidents by Day of the Week for Date Range

Start Date: 03/01/2017 | End Date: 03/31/2017



| DAY OF THE WEEK | # INCIDENTS |
|-----------------|-------------|
| Sunday | 21 |
| Monday | 25 |
| Tuesday | 28 |
| Wednesday | 33 |
| Thursday | 37 |
| Friday | 36 |
| Saturday | 23 |
| TOTAL | 203 |

Only REVIEWED incidents included

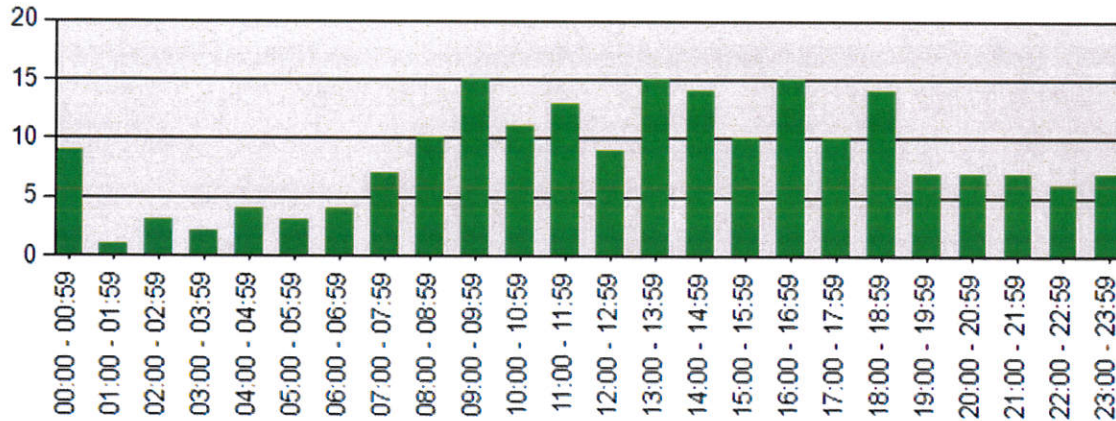
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Incidents per Hour for Incident Type Range for Date Range

Incident Range: 100 | Start Date: 03/01/2017 | End Date: 03/31/2017



| Hour | # of CALLS |
|---------------|------------|
| 00:00 - 00:59 | 9 |
| 01:00 - 01:59 | 1 |
| 02:00 - 02:59 | 3 |
| 03:00 - 03:59 | 2 |
| 04:00 - 04:59 | 4 |
| 05:00 - 05:59 | 3 |
| 06:00 - 06:59 | 4 |
| 07:00 - 07:59 | 7 |
| 08:00 - 08:59 | 10 |
| 09:00 - 09:59 | 15 |
| 10:00 - 10:59 | 11 |
| 11:00 - 11:59 | 13 |
| 12:00 - 12:59 | 9 |
| 13:00 - 13:59 | 15 |
| 14:00 - 14:59 | 14 |
| 15:00 - 15:59 | 10 |
| 16:00 - 16:59 | 15 |
| 17:00 - 17:59 | 10 |
| 18:00 - 18:59 | 14 |
| 19:00 - 19:59 | 7 |
| 20:00 - 20:59 | 7 |
| 21:00 - 21:59 | 7 |
| 22:00 - 22:59 | 6 |
| 23:00 - 23:59 | 7 |

TOTAL: 203

Only REVIEWED incidents included.

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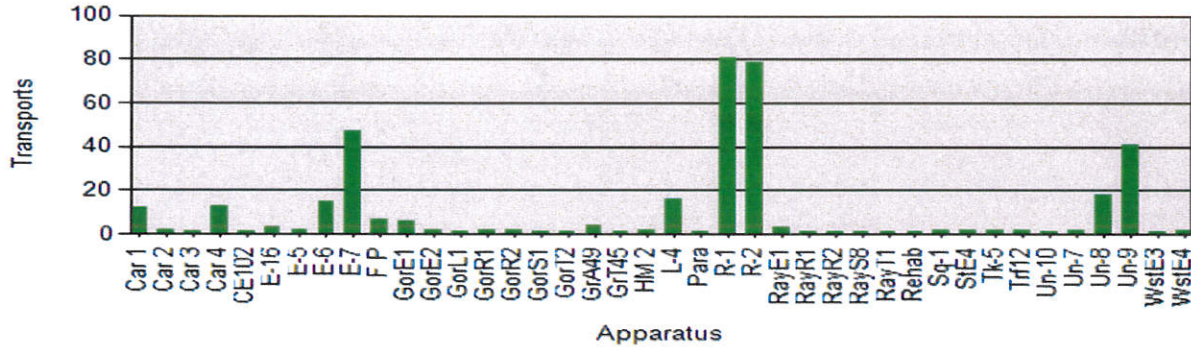
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Incident Count per Apparatus for Date Range

Start Date: 03/01/2017 | End Date: 03/31/2017



| APPARATUS | # of INCIDENTS |
|-----------|----------------|
| Car 1 | 12 |
| Car 2 | 2 |
| Car 3 | 1 |
| Car 4 | 13 |
| CE102 | 1 |
| E-16 | 3 |
| E-5 | 2 |
| E-6 | 15 |
| E-7 | 47 |
| GorE1 | 6 |
| GorE2 | 2 |
| GorL1 | 1 |
| GorR1 | 4 |
| GorS1 | 1 |
| GorT2 | 1 |
| GrA49 | 4 |
| GrT45 | 1 |
| HM 2 | 2 |
| L-4 | 16 |
| R-1 | 81 |
| R-2 | 79 |
| RayE1 | 3 |
| RayR1 | 2 |
| RayS8 | 1 |
| RayT1 | 1 |
| Sq-1 | 2 |
| StE4 | 2 |
| Tk-5 | 2 |
| Trf12 | 9 |
| Un-7 | 2 |
| Un-8 | 18 |
| Un-9 | 41 |
| WstE3 | 1 |
| WstE4 | 2 |

Canceled apparatus (per the **THIS APPARATUS WAS CANCELLED** checkbox on Basic Info 4) not included. Only **REVIEWED** incidents included.

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Incident Count by Weekday and Hour for Zone and Date Range

Zone: All Zones | Start Date: 03/01/2017 | End Date: 03/31/2017

| Hour | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|
| 00:00 | 3 | 0 | 1 | 0 | 2 | 2 | 1 |
| 01:00 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 02:00 | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| 03:00 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| 04:00 | 1 | 0 | 0 | 2 | 1 | 0 | 0 |
| 05:00 | 0 | 2 | 1 | 0 | 0 | 0 | 0 |
| 06:00 | 0 | 1 | 0 | 0 | 1 | 1 | 1 |
| 07:00 | 1 | 0 | 1 | 1 | 2 | 1 | 1 |
| 08:00 | 1 | 2 | 2 | 1 | 1 | 1 | 2 |
| 09:00 | 3 | 2 | 1 | 2 | 3 | 2 | 2 |
| 10:00 | 2 | 2 | 0 | 2 | 3 | 1 | 1 |
| 11:00 | 1 | 3 | 0 | 3 | 3 | 1 | 2 |
| 12:00 | 1 | 1 | 1 | 3 | 1 | 1 | 1 |
| 13:00 | 3 | 2 | 2 | 1 | 3 | 2 | 2 |
| 14:00 | 0 | 0 | 4 | 3 | 4 | 3 | 0 |
| 15:00 | 0 | 2 | 1 | 1 | 2 | 4 | 0 |
| 16:00 | 1 | 1 | 5 | 4 | 3 | 1 | 0 |
| 17:00 | 3 | 1 | 1 | 2 | 1 | 1 | 1 |
| 18:00 | 1 | 2 | 3 | 2 | 1 | 4 | 1 |
| 19:00 | 0 | 0 | 0 | 2 | 0 | 2 | 3 |
| 20:00 | 0 | 1 | 1 | 1 | 1 | 2 | 1 |
| 21:00 | 0 | 0 | 2 | 0 | 1 | 2 | 2 |
| 22:00 | 0 | 1 | 0 | 1 | 3 | 0 | 1 |
| 23:00 | 0 | 1 | 1 | 1 | 1 | 3 | 0 |
| Total Responses for Day | 21 | 25 | 28 | 33 | 37 | 36 | 23 |
| % of Responses for Day | 14.29% | 12.00% | 17.86% | 12.12% | 10.81% | 11.11% | 13.04% |
| % of Responses for Week | 10.34% | 12.32% | 13.79% | 16.26% | 18.23% | 17.73% | 11.33% |

| Hour | Total per Hour | Percent |
|-------|----------------|---------|
| 00:00 | 9 | 4.43% |
| 01:00 | 1 | 0.49% |
| 02:00 | 3 | 1.48% |
| 03:00 | 2 | 0.99% |
| 04:00 | 4 | 1.97% |
| 05:00 | 3 | 1.48% |
| 06:00 | 4 | 1.97% |
| 07:00 | 7 | 3.45% |
| 08:00 | 10 | 4.93% |
| 09:00 | 15 | 7.39% |
| 10:00 | 11 | 5.42% |
| 11:00 | 13 | 6.40% |
| 12:00 | 9 | 4.43% |
| 13:00 | 15 | 7.39% |
| 14:00 | 14 | 6.90% |
| 15:00 | 10 | 4.93% |
| 16:00 | 15 | 7.39% |
| 17:00 | 10 | 4.93% |
| 18:00 | 14 | 6.90% |
| 19:00 | 7 | 3.45% |
| 20:00 | 7 | 3.45% |
| 21:00 | 7 | 3.45% |
| 22:00 | 6 | 2.96% |
| 23:00 | 7 | 3.45% |
| Total | 203 | 100.00% |

Incident Count by Weekday and Hour for Zone and Date Range. Zone information is defined on the Basic Info 3 screen of an incident.

Only REVIEWED incidents included.

Maximum call volumes for each day are shown with a RED background, and ma



Ambulance Run Data Report
Windham Fire Rescue
From 03/01/17 To 03/31/17
Total Number of Runs Based on Search Criteria: 134

Runs by City

| City | # of Runs | % of Runs |
|--|------------|-------------|
| Gorham (census name for Gorham Center) | 2 | 1.49% |
| North Windham | 1 | 0.75% |
| Westbrook | 2 | 1.49% |
| WINDHAM | 1 | 0.75% |
| Windham (Town of) | 127 | 94.78% |
| Unknown | 1 | 0.75% |
| Total | 134 | 100% |

Times of Call

| Time Period | Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Total | Percentage |
|--------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-------------|
| 0000 - 0300 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 4 | 2.99% |
| 0300 - 0600 | 0 | 2 | 0 | 2 | 1 | 1 | 0 | 6 | 4.48% |
| 0600 - 0900 | 1 | 2 | 2 | 2 | 2 | 4 | 3 | 16 | 11.94% |
| 0900 - 1200 | 6 | 4 | 0 | 5 | 7 | 3 | 4 | 29 | 21.64% |
| 1200 - 1500 | 2 | 2 | 4 | 7 | 5 | 5 | 3 | 28 | 20.90% |
| 1500 - 1800 | 4 | 3 | 5 | 3 | 4 | 2 | 1 | 22 | 16.42% |
| 1800 - 2100 | 0 | 1 | 1 | 4 | 0 | 6 | 2 | 14 | 10.45% |
| 2100 - 2400 | 0 | 1 | 1 | 0 | 3 | 3 | 3 | 11 | 8.21% |
| Unknown | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 4 | 2.99% |
| Total | 16 | 16 | 14 | 23 | 23 | 26 | 16 | 134 | 100% |

Call Volume by Day of Week



Call Volume by Hour of Day



Runs by Provider Impression

| Provider Impression | # of Times | % of Times |
|-------------------------------------|------------|------------|
| Assist Only | 7 | 5.22% |
| Behavioral / Psychiatric Disorder | 10 | 7.46% |
| Cardiac - Chest Pain | 7 | 5.22% |
| Cardiac - Other | 6 | 4.48% |
| Cardiac Arrest - Asystole | 1 | 0.75% |
| Dehydration | 2 | 1.49% |
| Diabetic Emergency | 3 | 2.24% |
| Flu Like Illness | 5 | 3.73% |
| Hemorrhage - Non-Traumatic | 2 | 1.49% |
| Hemorrhage - Traumatic | 1 | 0.75% |
| No Apparent Illness / Injury | 10 | 7.46% |
| Not Reported | 1 | 0.75% |
| Other Illness / Injury | 16 | 11.94% |
| Overdose - Drug / Medication | 5 | 3.73% |
| Overdose - ETOH | 1 | 0.75% |
| Pain - Abdominal (Non-Traumatic) | 2 | 1.49% |
| Pain - Back (Non-Traumatic) | 3 | 2.24% |
| Pain - Chest (Non-Cardiac) | 2 | 1.49% |
| Pain - Extremity (Non-Traumatic) | 4 | 2.99% |
| Pain - Head (Non-Traumatic) | 1 | 0.75% |
| Respiratory Distress - Bronchospasm | 3 | 2.24% |
| Respiratory Distress - Other | 11 | 8.21% |
| Seizure / Convulsions | 2 | 1.49% |
| Stroke / CVA / TIA | 3 | 2.24% |
| Syncope / Fainting | 2 | 1.49% |

| | | |
|----------------------------------|------------|-------------|
| Transfer - Residential/Home | 1 | 0.75% |
| Traumatic Injury - Electrocution | 1 | 0.75% |
| Traumatic Injury - Extremity | 7 | 5.22% |
| Traumatic Injury - Head | 7 | 5.22% |
| Traumatic Injury - Multisystem | 1 | 0.75% |
| Weakness / General Malaise | 5 | 3.73% |
| Unknown | 2 | 1.49% |
| Total | 134 | 100% |

Average Run Times

| Enroute (Responding - Unit Notified Dispatched) | | | Response Time (Arrive Scene - Enroute) | | |
|---|------------|-------------|--|------------|-------------|
| Minutes | # of Runs | % of Runs | Minutes | # of Runs | % of Runs |
| 0 - 1 | 115 | 85.82% | 0 - 5 | 90 | 67.16% |
| 2 - 3 | 11 | 8.21% | 6 - 10 | 32 | 23.88% |
| 4 - 5 | 2 | 1.49% | 11 - 15 | 5 | 3.73% |
| > 5 | 2 | 1.49% | > 15 | 3 | 2.24% |
| Unknown | 4 | 2.99% | Unknown | 4 | 2.99% |
| Total | 134 | 100% | Total | 134 | 100% |

| Scene Time (Depart Scene - Arrive Scene) | | | Transport Time (Arrive Hospital - Depart Scene) | | |
|--|------------|-------------|---|------------|-------------|
| Minutes | # of Runs | % of Runs | Minutes | # of Runs | % of Runs |
| 0 - 10 | 31 | 23.13% | 0 - 5 | 1 | 0.75% |
| 11 - 20 | 64 | 47.76% | 6 - 10 | 0 | 0.00% |
| 21 - 30 | 27 | 20.15% | 11 - 15 | 0 | 0.00% |
| > 30 | 6 | 4.48% | > 15 | 99 | 73.88% |
| Unknown | 6 | 4.48% | Unknown | 34 | 25.37% |
| Total | 134 | 100% | Total | 134 | 100% |

| Hospital Time (Depart Hospital - Arrive Hospital) | | | Average Run Times | |
|---|------------|-------------|-------------------|-----------------|
| Minutes | # of Runs | % of Runs | | |
| 0 - 5 | 5 | 3.73% | Enroute | 00:01:35 |
| 6 - 10 | 13 | 9.70% | To Scene | 00:05:12 |
| 11 - 15 | 13 | 9.70% | At Scene | 00:16:26 |
| > 15 | 69 | 51.49% | To Destination | 00:26:55 |
| Unknown | 34 | 25.37% | Back in Service | 00:26:23 |
| Total | 134 | 100% | Total | 01:16:31 |

Range of Times: Lowest = -31 and Highest = 211

Transport Hospital

| Destination | # of Runs | % of Runs |
|----------------------|------------|-------------|
| BRIDGTON HOSPITAL | 2 | 1.49% |
| MAINE MEDICAL CENTER | 82 | 61.19% |
| MERCY HOSPITAL | 16 | 11.94% |
| No Destination | 34 | 25.37% |
| Total | 134 | 100% |

| Search Criteria | |
|---------------------------|--|
| Dates | From 03/01/2017 To 03/31/2017 (mm/dd/yyyy) |
| Service | Windham Fire Rescue |
| EMS Shift | All |
| Staff | All Active |
| Unit | All |
| Call Sign | All |
| Zone/District | All |
| Type of Service Requested | All |
| Patient Disposition | All |
| Provider Impression | All |